

PCMH2: Team – Based Care

One of the key attributes for the PCMH model of care is the concept of team based care.

Element D: The Practice Team —Must Pass

The practice uses a well-functioning team approach to provide a range of patient care services by:

- Factor 1: Defining roles for clinical and nonclinical team members
- Factor 2: Identifying practice organizational structure and staff leading and sustaining team based care
- Factor 3: Having regular patient care team meetings or a structured communication process focused on individual patient care
- Factor 4: Using standing orders for services
- Factor 5: Training and assigning members of the care team to coordinate care for individual patients
- Factor 6: Training and assigning members of the care team to support patients/families/caregivers in self-management, self-efficacy and behavior change
- Factor 7: Training and assigning members of the care team to manage the patient population
- Factor 8: Holding regular team meetings addressing practice functioning
- Factor 9: Involving care team staff in the practice's performance evaluation and quality improvement activities
- Factor 10: Involving patients/families/caregivers in quality improvement activities or on the practice's advisory council

Getting Started:

See resources below.

Documentation:

- Factors 1,5,6,7: Staff position descriptions or responsibilities and
- Factor 3: Description of staff communication processes and at three examples
- Factor 4: At least one example of written standing orders
- Factors 5-7: Description of training process, schedule, materials
- Factor 8: Description of staff communication processes and sample
- Factor 9: Description of staff role in practice improvement process or minutes demonstrating staff involvement
- Factor 10: Dated documented process demonstrating how it involves patients/families in QI teams or advisory council

Resources:

<http://www.safetynetmedicalhome.org/resources-tools/all-resource>

(Scroll down to section related to **Continuous and Team-based Healing Relationships**)

- Team based planning guidelines

<http://www.ihl.org/resources/Pages/Changes/OptimizetheCareTeam.aspx>

- Optimize the Care Team

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www.ipfcc.org

- Individual and Family Engagement in the Medicaid Population: Emerging Best Practices and Recommendations